

Troubleshooting the PSP

What do you need in a kit to troubleshoot the PSP?

- Listening headphones
- Auxiliary microphone
- Spare cable
- Spare headpiece
- Access to charged batteries.
- Access to meanings of LED displays (see below).

No sound or no response from user?

→ First turn the processor off and back on to the correct program.

LED display	Problem	Action
Red LED doesn't blink or blinks once	Battery not fully charged	Replace battery
Red LED blinks 2-4 times and then continuously.	Problem with lock.	Replace cable and if flashing continues, replace headpiece.
Red LED blinks 2-4 times, then once and no sound is heard.	Problem with lock	Replace headphone or check system with auxiliary microphone
Red LED blinks 2-4 times quickly then 1 flash then green illuminates in response to loud sound.	Everything working properly.	Smile

Checking the microphone

You can use listening headphones to check the microphone. Plug into the auxiliary jack. If it is not possible to hear using the listening microphone, use the auxiliary microphone plugged into

the auxiliary jack. If this works well, there is a problem with the headpiece microphone. Replace this.

Hears static

- Check sensitivity control set at 12.00
- Replace the cable.
- Check and clean battery contacts.

Hears muffled sounds

- Check sensitivity control is set at 12.00
- Ensure nothing is covering the headpiece
- Check and clean battery contacts.
- Use green LED and auxiliary microphone to establish if a new microphone is needed.

Headpiece keeps falling off

- Use clips
- May require stronger magnet
- Use wig tape

Headpiece of processor gets wet

- Turn off the processor immediately.
- Remove battery pack.
- Refer to CI clinic.

For further information on troubleshooting refer to the Advanced Bionics American website www.bionicear.com
Click on the link below and look at pages 27-31 for information on troubleshooting the Platinum:

http://www.bionicear.com/userfiles/File/PSP_User_Guide_Rev_F_-_Dec_2006.pdf